



Employee Profile User Guide

Contents

Introduction.....	3
Access PSC Client.....	4
Register an account.....	4
Handling Registration and Login Errors	7
Account/Password Administration.....	7
Log into PSC Client	8
My Employee Profile	9
Updating Your Information	11
Emergency Contact Information	13
Pay Stubs	14
My Requests	15
Further Assistance	16

Introduction

This guide will provide instructions for using **PSC Client** – your portal for managing your employee information!

PSC Client is an easy to use web based application accessible from any internet connected device and is mobile friendly. Functionality within the application will continue to evolve, automatically adding new features to your portal as they are released. Current capabilities include:

View and/or change your:

- Home address
- Work email address
- Phone numbers
- Emergency Contact Information

View your:

- Current employment information
- Pay stubs (for pay dates after April 23rd)

Access PSC Client

To access PSC Client, navigate to <https://pscclient.saskatchewan.ca> using your computer or mobile device. You may bookmark this page in your browser, or contact the Central Services Service Desk and request a desktop icon to be installed on your system.

To log in, you will need to provide a username (your employee number) and password and click the Login button. **If you are accessing PSC Client for the first time, you must first register an account using the instructions below.**

Register an account

The registration function is available through the “Register” button on the PSC Client URL <https://pscclient.saskatchewan.ca>. To register an account, you will need to supply your employee number, your birthdate, your name, your Government of Saskatchewan email address (if you have one) and an alternate email address. The Email Address supplied will be used to forward your login credentials. The Alternate Email Address will only be used to communicate with you in the event that you are on leave or have left the Government of Saskatchewan for any reason and continue to need access to view past pay and benefits information or update personal information as required.



Contact Us

PSC Client

Welcome to the PSCClient Application

USERNAME

Password

Login Register

Forgot your password?

Click the “Register” button to initiate the registration process.

Complete the registration form by filling in the blanks with your information.

PSC Client Registration

Welcome to the PSC Client Application.

To register enter the fields below. Once you have successfully submitted your information an email containing your new temporary password will be sent to the address provided.

All items with a red icon are mandatory.

Employee Number*

Date of Birth* 

Email Address*

Please enter your government email address if you have one.

Alternate Email Address

This email address will be used to communicate with you in the event that you are on leave or have left the Government of Saskatchewan for any reason and continue to need access to view past pay and benefits information or update personal information as required.

First Name*

Last Name*

Register **Cancel**

Enter your Employee Number **(MANDATORY)**

Enter or use the calendar button to insert your Date of Birth **(MANDATORY)**

Enter your Secondary email address. (OPTIONAL)

Enter your First Name **(MANDATORY)**

Enter your Last Name **(MANDATORY)**

Enter your Government of Saskatchewan email address. If you do not have a government email address, enter your primary personal email address here. A temporary password will be sent this email account. **(MANDATORY)**

Click the "Register" button to initiate the registration process

An email will automatically be sent to the Email Address you registered in the screen above. It will confirm your registration for an account on PSC Client has been received and provide you with a Username and temporary Password needed to complete the registration process.

NOTE: For added security, when an account is requested via self-registration using your Employee Number, a PSC Client Registration email will automatically be sent to your current Government of Saskatchewan email address. The email provides you with instruction on what to do if you did not initiate the request for an account.

Go back to PSC Client and using the credentials provided in the email, login to the application.

PSCClient

Enter the Username and Password provided to you in the registration email here

Welcome to the PSCClient Application

USERNAME

Password

Login Register

Forgot your password?

Click the "Login" button to complete the registration process

You will be prompted to change your password.

The password on your account has expired. Please use this form to change your password.

Passwords must be at least eight characters in length and include one uppercase letter, one lowercase letter and one number. All special characters are allowed.

Current Password

Enter your current password

New Password

Enter your new password

New Password (Confirm)

Confirm your new password

Change Password

Cancel

Enter the password from the registration email here

Create a new password. Your new password must meet the criteria circled in red.

Confirm your new password

Click the "Change Password" button to complete the password update

Handling Registration and Login Errors

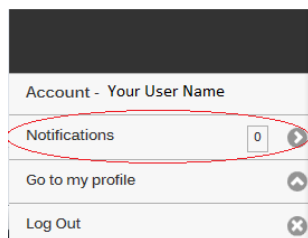
Below is some information to help you handle situations if you receive error messages when attempting to register an account or logging into PSC Client.

When registering for an account if you received a red error message beginning as follows:

Error Message	Action Required
"Mandatory Fields Empty..."	You have not provided all information necessary to create an account. All mandatory fields marked with a red asterisk (*) must be filled in.
"Userid is already taken. An account may have already been created in our system..."	You already have an account. Log into PSC Client using your employee number and password.
"Your credentials do not match what has been recorded for you in MIDAS...."	Validation of your information has failed. Review all information you entered to confirm accuracy. If information was entered correctly, please contact the ESC at the number provided in the error message.

Account/Password Administration

PSC Client has advanced features that allow you to manage your own account and password information. Passwords expire every 90 days. You will receive a notification in PSC Client 7 days in advance of the password expiry date. You can find the notifications indicator at the bottom of the left navigation panel.



Click on the arrow to the right of the notifications indicator to read the message.

Below are some instructions for managing your account and password.

Changing Password – Click the “Go to my profile” option on the bottom left side of the PSC Client home screen. Click on Account (lock symbol) on the right side and then Change Password. Follow the instructions provided. Note that passwords must be at least eight characters in length and include one uppercase letter, one lowercase letter and one number. Special characters are allowed.

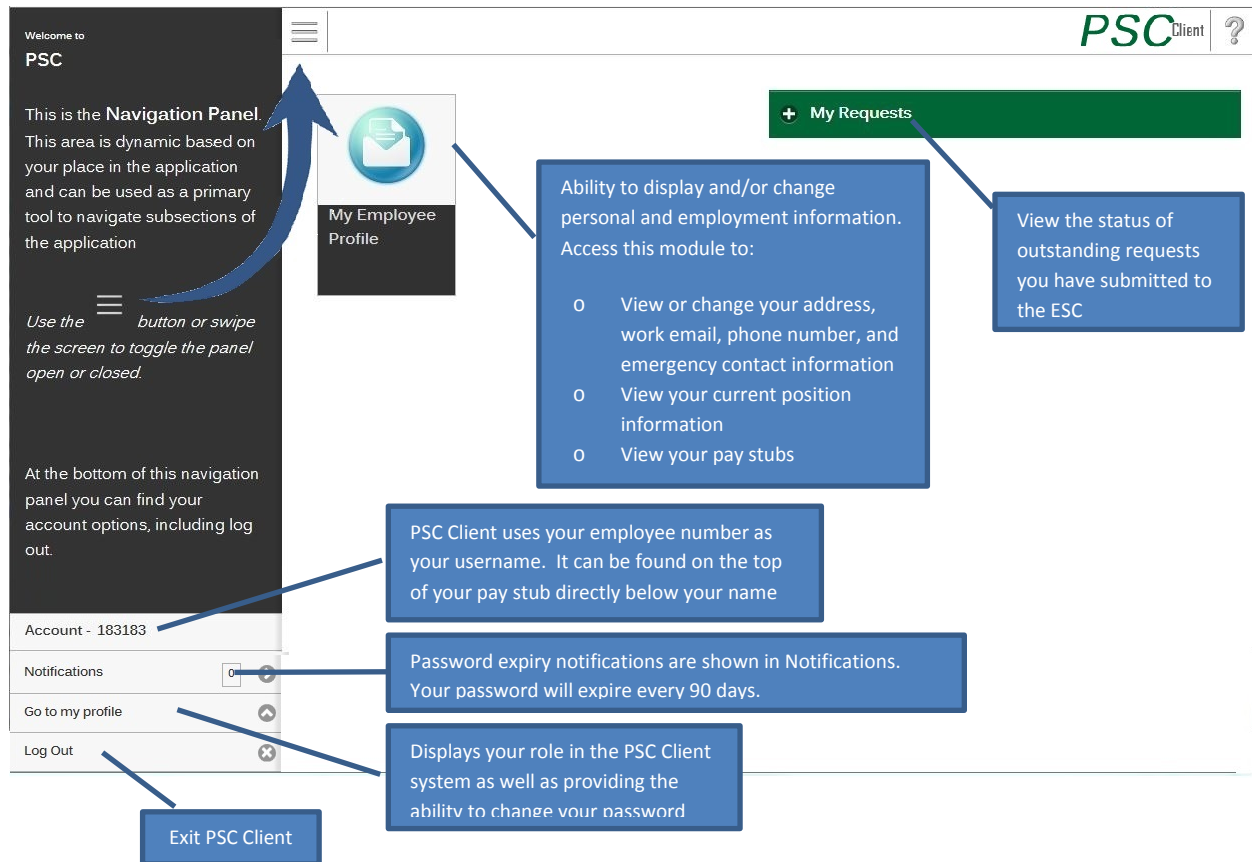
Forgot Password – Click the “Forgot your password” button on the login page for PSC Client to have a temporary password emailed to you.

Account Locked – If you receive a message indicating your account is locked, use the “Forgot Password” procedure above.

Log into PSC Client

If you have just registered for an account and reset your password from the system assigned password, you will be taken directly to the PSC Client portal page below. (The page below will also be the first page you see every time you log into the application once you are a registered user.)

The portal page allows you access to your Employee Profile as well as a summary of outstanding Requests you have submitted to the Employee Service Centre.



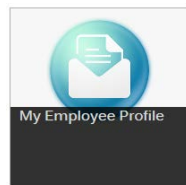
If you receive an error message when attempting to register for PSC Client, please see our Handling Registration Error Message for instructions.

My Employee Profile

My Employee Profile provides you with the access needed to view and/or change personal and employment information. Through this module, you can:

- View your mailing address, work email, phone number(s), current position and/or emergency contact information
- Through self-service functions generate a request to the Employee Service Centre to change your address, work email, phone/fax numbers and/or emergency contact information
- View your pay stubs (for pay dates occurring after the launch date)

To access the My Employee Profile page, on the portal page, click on button shown below.



Welcome to your very own PSC Client MY EMPLOYEE PROFILE page!!

Your page will look similar to this.

The screenshot shows the PSC Client MY EMPLOYEE PROFILE page. On the left is a dark sidebar with a search icon at the top, followed by a hamburger menu icon and a home icon. Below these are links for "Emergency Contact Information" and "Pay Stubs". The main content area has a header "Current Contact Information" and sections for "Current Address Information", "Current Work Email Information", "Current Phone Numbers", and "New Contact Information". On the right, there are fields for "Employee Number", "Primary Assignment", "HR Organization", "Assignment Number", "Assignment Status", and "Grade Level". At the bottom, there are buttons for "Update Address", "Update Email", and "Update Phone". Two blue callout boxes provide instructions: one points to the hamburger menu icon in the sidebar, stating "If this panel is not visible, click on the [hamburger menu icon] button in the top tool bar to display it. (Use this button to display and close the panel as you wish.)"; the other points to the home icon in the top toolbar, stating "Click here to return to the HOME page."

If this panel is not visible, click on the  button in the top tool bar to display it. (Use this button to display and close the panel as you wish.)

Click here to return to the HOME page.

This page will display selected personal and employment information as it currently exists in the MIDAS HR/Payroll system.

The screenshot shows a web interface for updating contact and employment information. It is divided into two main sections: 'Current Contact Information' and 'New Contact Information'. The 'Current Contact Information' section is further divided into three columns: 'Current Address Information', 'Current Work Email Information', and 'Employee Number: Primary Assignment'. The 'New Contact Information' section contains a question 'Select the information you would like to update?' and three buttons: 'Update Address', 'Update Email', and 'Update Phone'. Blue callout boxes with arrows point to specific areas: 'Your name will be displayed here.' points to the top left; 'Your work email address and work, home, and/or cell phone numbers or fax numbers are displayed here.' points to the 'Current Work Email Information' column; 'Employment information is displayed here.' points to the 'Employee Number: Primary Assignment' column; and 'Home address information is displayed here.' points to the 'Current Address Information' column.

Current Contact Information		
<u>Current Address Information</u> Home address information is displayed here.	<u>Current Work Email Information</u> <u>Current Phone Numbers</u>	Employee Number: . <u>Primary Assignment</u> HR Organization: Assignment Number: Assignment Status: . Grade_Level:
New Contact Information		
Select the information you would like to update?		
Select each of the contact details you wish to update Update Address Update Email Update Phone		

Updating Your Information

If the address, email and/or phone information displayed on your profile is out-of-date or incorrect, the My Employee Profile provides you with the conduit necessary to submit a request asking to have your information updated directly to the Employee Service Centre.

To submit a request to the ESC, go to the New Contact Information section on the page. Click on any number and any combination of the contact information buttons (Update Address, Update Email and/or Update Phone) to open the applicable information windows.

New Contact Information

Select the information you would like to update?

Select each of the contact details you wish to update

Update Address Update Email Update Phone

Click on any one or more of these buttons to submit a request to have your information updated.

When you click on the Update Address button, the following fields will appear allowing you to fill in the new address information.

New Contact Information

Select the information you would like to update?

Select each of the contact details you wish to update

Update Address Update Email Update Phone

Effective Date for Change DD-Mon-YYYY

New Address Details

Line 1*
Line 2
Line 3
City*
Postal Code*
Province*

Submit Contact Information Update

Enter your new address information in here. Note the fields with the red asterisk (*) are mandatory.

You may manually enter the Effective Date in the format indicated or use the calendar button on the right to select the Effective Date. This field allows you to submit address changes for a future date if needed. If the address change is effective now, use the current date.

After entering your updated information, click the Save button on the top right hand corner of the page.

Then click "Submit Contact Information Update" to initiate transfer of this request to the ESC.

If you wish to update your work email address, click on the Update Email button and follow the instructions below.

The screenshot shows the 'New Contact Information' form. At the top, it asks 'Select the information you would like to update?' with three buttons: 'Update Address', 'Update Email' (highlighted in yellow), and 'Update Phone'. Below this is the 'Effective Date for Change' field with a text input 'DD-Mon-YYYY' and a calendar icon. The 'New Email Information' section has a 'Work Email Address*' field with a callout box stating: 'Enter your new WORK email address here. Please note we are unable to accept a personal email address here.' Below the email field is a 'Submit Contact Information Update' button. Another callout box points to the 'Effective Date' field, stating: 'You may manually enter the Effective Date in the format indicated or use the calendar button to the right to select the Effective Date. This field allows you to submit email address changes for a future date if needed. If the email address change is effective now, use the current date.' A third callout box at the bottom states: 'After entering your update, click the Save button  on the top right hand corner of the page. Then click "Submit Contact Information Update" to initiate transfer of this request to the ESC.'

If you wish to update your phone number(s), click on the Update Phone button to access the New Phone Number Details fields. You may submit up to three phone/fax number changes in a single request.

The screenshot shows the 'New Contact Information' form with the 'Update Phone' button highlighted in yellow. The 'Effective Date for Change' field is visible. The 'New Phone Number Details' section has three rows, each with a 'Type*' dropdown menu and a 'Phone Number*' text input. A callout box points to the first dropdown, stating: 'Click on the drop down and select the desired phone "Type" (Business, Cell, Fax, Home)'. Another callout box points to the first phone number input, stating: 'Enter the corresponding phone number'. A third callout box points to the 'Effective Date' field, stating: 'You may manually enter the Effective Date in the format indicated or use the calendar button to the right to select the Effective Date. This field allows you to submit phone number changes for a future date if needed. If the phone number change is effective now, use the current date.' A fourth callout box at the bottom states: 'After entering your updates, click the Save button  on the top right hand corner of the page. Then click "Submit Contact Information Update" to initiate transfer of this request to the ESC.'

After submitting your request, you will receive an automated email from the ESC advising your request has been received. The email will include your case number so you can refer to it in any follow-up emails or phone calls regarding this request. You will also use this case number to see the status of your case on your PSC Client portal page. See My Requests section for additional details.

Emergency Contact Information

To access your Emergency Contact Information, go to the left side Navigation Panel and click on the Emergency Contact Information button. The following page will appear.

The screenshot shows the 'Emergency Contact Information' page. On the left, a navigation panel has 'Emergency Contact Information' highlighted. A callout points to this button: 'Click here to return to the previous screen.' At the top, a header bar says 'Your Name' with a callout: 'Your Name appears here as a link. When you click on it, it will take you back to the main Employee Profile page.' The main content area is titled 'Emergency Contact Information' and has a sub-header 'Current Contact Information'. Below this, there is a section 'Emergency Contact Information' with a list of fields: 'Emergency Contact Name', 'Main Phone Number', and 'Alternate Phone Number (if applicable)'. A callout points to this section: 'The following Emergency Contact information will appear here (for up to 2 contacts)'. At the bottom right, there is a question 'Do you want to provide new Emergency Contact Information?' with 'Yes' and 'No' buttons. A callout points to the 'Yes' button: 'Click YES if you want to submit a request to have your Emergency Contact information updated.'

When you click on Yes, the following fields will open up below the screen above, allowing you to enter your contact information.

The form is divided into two sections: 'Contact 1 Information' and 'Contact 2 Information'. Each section has three input fields: 'Name', 'Phone Number', and 'Alternate Phone Number'. Below the input fields, there is a disclaimer: 'The above information will be confidentially stored and maintained in MIDAS. The employee's home phone number will be only shared with the employee's direct manager if there is a work related issue which requires the manager to contact the employee at home. The emergency contact information will only be accessed if there is an emergent situation, such as the employee is injured at work, or if there is a medical issue. The employee's direct Manager or Human Resources would access the contact information.' At the bottom, there is an 'Authorization' section with a question 'Employee Authorization' and 'Yes' and 'No' buttons. A callout points to the 'Yes' button: 'By selecting Yes you are authorizing the use of this information in case of an emergency.'

When you have entered the desired contact information, click on the Employee Authorization → **Yes** to submit your request to the ESC.

You will receive an automated email from the ESC when your request has been received. The email will include your case number so you can refer to it in any follow-up emails or phone calls regarding this request. You will also use this case number to see the status of your case on your PSC Client portal page. See My Requests section for additional details.

Pay Stubs

One of the most exciting features of PSC Client is the ability to view your pay stub. You will have access to view your pay stubs for pay dates occurring after April 23, 2015 by clicking on the Pay Stubs button on the left side Navigation Panel.

The following pay stub screen will appear.

The screenshot shows the PSC Client interface. On the left is a navigation panel with 'Emergency Contact Information' and 'Pay Stubs'. The 'Pay Stubs' button is highlighted. A blue callout box points to the 'Pay Stubs' button with the text: 'Your Name appears here as a link. Click on it to return to the main My Employee Profile page.' The main content area is titled 'Pay Stubs' and contains a section 'Select a Pay Stub from the list below:'. This section has a search filter 'Filter Paystubs...' and a list of two pay stubs. The first stub shows 'Pay Period: APR 19, 2015 - MAY 12, 2015' and 'Pay Date: MAY 08, 2015'. The second stub shows 'Pay Period: APR 05, 2015 - APR 18, 2015' and 'Pay Date: APR 24, 2015'. A blue callout box points to the right arrow of the second stub with the text: 'Click on this arrow to see your pay stub.' Below the list is another blue callout box with the text: 'Use the filter to refine your search for a particular pay stub. Enter a minimum of three characters appearing in sequential order anywhere within the Pay Period title i.e. APR or 2015 and the pay stubs matching that criteria will appear in your Pay Stub window.'

To view a pay stub, you will click on the arrow to the right of that pay stub. It will open in a separate tab of your browser. To close the pay stub tab and return to the main Pay Stub page, click on X in the tab.

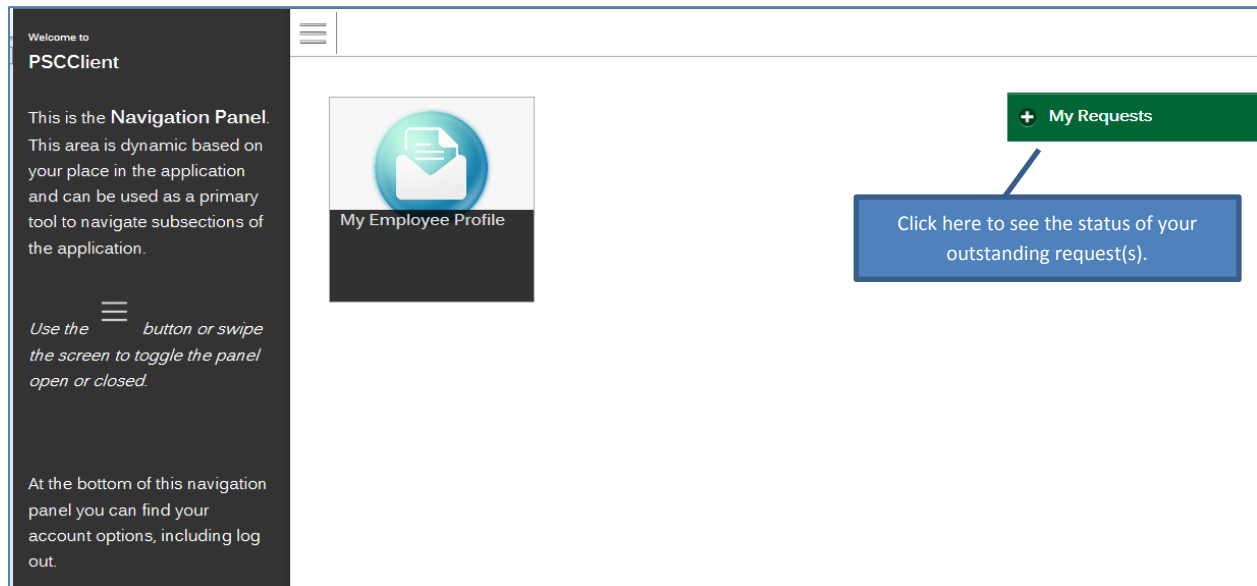
The screenshot shows a web browser window with the URL <https://pscclient.saskatchewan.ca/apex/f?p=151-9999:14549382316002:::>. The browser has two tabs: 'PSCClient | Pay Stubs' and 'Paystub'. The 'Paystub' tab is active. The page header includes the Government of Saskatchewan logo and the text 'Salary Account'. The main content area is a table with the following structure:

Earning	Asg	Level	Units	Rate	Amount	Deduction	Amount	Year to Date	
Year to Date			Amount		Year to Date			Amount	

Below the table, there is a section for 'Net Pay Of:' followed by a dollar sign and a blank space. Below that, there is a section for 'Was Deposited' with fields for 'In Account Number:', 'Transit Number:', and 'To:'.

My Requests

To view the status of outstanding requests you have submitted to the Employee Service Centre, click on the My Requests button on the main portal page.



The list of your outstanding cases will appear with description details and status for each.

My Requests	
Description	Status
Case ID -1000XXX M1Employee Name -Personal & Demographic Info - Change Personal Information-07-May-2015	Received

The description field provides the following information:

- Case ID (case number)
- Payroll Cycle (for the Employee the request is pertaining to)
- Employee first and last name
- Event and Topic for the case (as assigned by the ESC)
- Due Date

NOTE: If any of the above fields in the case are blank, that field will not appear in the Description.

The status field will indicate one of the following:

PSC Client Status	ESC Action
Received	Case is received by the Employee Service Centre
In Progress	ESC is working on your case
Waiting on Client	ESC has requested additional information and is waiting for your response.

If your case no longer appears under the My Requests portal, the ESC has completed the work and closed the case. You should have received an automated email from the ESC referencing this case and advising it has been closed.

Further Assistance

If you require additional assistance in navigating through PSC Client, please contact the Employee Service Centre at 1-877-852-5808 or 306-798-0000.